

Meeting Summary



INFORMATION

DATE:	03/04/2010	START TIME:	2:00pm	END TIME	4:00pm	LOCATION:	NH National Guard Joint Force Headquarters
SUBJECT/PROJECT:	Information Technology Council (IT Council)						
PURPOSE:	Scheduled Meeting						
CHAIRPERSON:	Lieutenant Colonel David Routhier, Chief Information Management Officer, New Hampshire National Guard						
ATTENDEES:	<p><u>IT Council Members:</u></p> <p>Art Durette, NH Association of Counties Representative, Deputy Sherriff Hillsborough County; Margaret Fulton, Dept. of Revenue Administration, Assistant Commissioner; Nina Gardner, Judicial Council, Executive Director; Thomas B. Getz, Public Utilities Commission, Chairman; Linda Hodgdon, Dept. of Administrative Services, Commissioner; Rebecca Landry, IMS Director, City of Keene; Earl M. Sweeney, Dept. of Safety, Assistant Commissioner; Representative Charles Townsend, Grafton County; Science, Technology and Energy Committee</p> <p><u>Guest Attendees:</u></p> <p>Kevin P. O'Brien, Dept. of Safety, Chief of Policy & Planning; Charles Russell, Dept. of Administrative Services, Financial Data Management Director;</p> <p><u>Department of Information Technology Staff:</u></p> <p>Richard C. Bailey, Jr., Chief Information Officer; Rebecca Bolton, IT Manager, Agency Support and Planning; Frank Catanese, Director, Operations Division; Sally Gallerani, Director, Technical Support Services Division; Gail Hambleton, IT Manager, Agency Software Division; Peter Hastings, Director, Agency Software Division; Mary Houde, Assistance Director, Agency Software Division; Theresa Pare-Curtis, Director, Web Services Division; Wendy Pouliot, Assistant Director, Operations Division; Dave Vigneau, IT Manager, Information Technology Security Group</p>						
ABSENTEES:	<p>George N. Campbell, Jr, Department of Transportation, Commissioner; Senator Deborah Reynolds, District 2; Nicholas Toumpas, Department of Health and Human Services, Commissioner</p>						

ITEM #	AGENDA
1.	Welcome, David Routhier
2.	General Funds Budget Reductions, Rick Bailey
3.	Security Awareness Training; PCI Initiatives; Information Security Events, Theresa Pare-Curtis
4.	Smart Phones; Challenges facing State of NH; "Go Forward" direction, Rick Bailey and David Routhier
5.	Information Technology Strategic Plan, Rick Bailey and Rebecca Bolton
6.	Data Center Consolidation, Frank Catanese
7.	MS Office Suite Replacement, Rick Bailey
8.	"After Hours" Support, Rick Bailey
9.	Open Discussion/Future Topics, David Routhier

ITEM #	MINUTES
1.	<p>LTC David Routhier welcomed the IT Council Members and gave a brief overview of his current role as the Chief Information Management Officer with the New Hampshire National Guard as well as prior career experience.</p> <ul style="list-style-type: none"> • Chief Information Management Officer with the New Hampshire National Guard. • Governor Lynch appointed LTC David Ruther as IT Council Chairperson in January 2010. • Members of the IT Council introduced themselves.
2.	<p>Rick Bailey, CIO, discussed Department of Information Technology (DoIT) General Fund budget reductions</p> <p>Discussion Points</p> <ul style="list-style-type: none"> • Additional Class 027 General Funds Reductions will be submitted to the Governors' Office. • These cuts will impact DoIT's ability to provide the same level of services in our shared services areas such as desktop support, email support, application and file/print server support. • Reductions in currently filled positions based on seniority will likely result in personnel being moved into different positions. • Assistant Commissioner Earl M. Sweeney asked whether staff with knowledge in newer technologies would be impacted by these reductions. Rick Bailey responded that DoIT may lose high performers that have new technology skill sets due to the fact that reductions will be based on seniority.
3.	<p>Director Theresa Pare-Curtis provided an update on Security Awareness Training; PCI Initiatives; Information Security Events</p> <p>Discussion Points</p> <ul style="list-style-type: none"> • User Level Cyber Security Awareness Training <ul style="list-style-type: none"> • DoIT Piloted classroom session with mixed reviews; knowledge variation, cost and travel concerns. • MS-ISAC (Multi-State Information Sharing and Analysis Center) computer based training (CBT) License allows free, unlimited use by state government and others (municipal, schools, etc.) • Course introduction describes features, navigation and completion requirements • Eight modules consisting of: <ul style="list-style-type: none"> Introduction to Information Security Security Accountability Security Threats Physical Security Computer Security Access - Password Management Internet Security and Malicious Code Social Engineering • Module completion requires question/answers • Certificate available upon successful completion of all modules • Content cannot be customized but state seal branding is possible • Review of CD ROM version conducted by various state entities • Server-based version now available; being setup by DoIT Web Support Division (WSD) for testing • Provides central management and tracking reporting • Assistant Commissioner Earl M. Sweeney inquired what Agency staff needed to complete the Security Awareness training. Director Curtis responded that Agency Management would need to determine which staff should be trained and noted that all state employees would benefit.

3. Cont'd	<ul style="list-style-type: none"> • Rick Bailey added that the CBT training would provide general security awareness which should be suitable for all staff although additional training may be required for certain Agencies and/or staff. Further, there are many security risks that are not directly related to electronic information and process, i.e. paper document handling and processes. • DoIT would like Agencies to volunteer to complete the CBT training as a next step. Please contact Rick Bailey. • LTC David Routhier inquired what the time commitment was for the CBT training. Director Curtis responded that it would take 2-4 hours to complete and that the employee could stop the training prior to completion and finish it at a later time. • Recent InfoSec events in NH <ul style="list-style-type: none"> • Advisories and patch releases are reviewed daily. Response actions guided by risk which is determined considering threat, vulnerabilities & asset criticalities. <ol style="list-style-type: none"> 1. USB drives. Vulnerability identified in the drives' access control mechanism that could allow attackers access to data on what were believed to be secure encrypted devices. <ol style="list-style-type: none"> a. Finding: Standard SansDisk and Kingston thumb drives on effected device list. b. Action Taken: DoIT posted vulnerability and notified agencies with instruction to create tickets for devices. DoIT is either updating the software for SansDisk or coordinating exchanges for Kingston devices. Currently ~90 work orders in place. 2. Pushdo Denial of service attack. <ol style="list-style-type: none"> a. Finding: Review of web server proxy logs contained some Apache errors regarding unusually short session id prohibited. It was determined that the proxy was dropping these ssl sessions, so no risk to state resources. b. Action Taken: Continued to monitor traffic levels. McAfee released an IPS signature which was implemented via emergency change request. All connections blocked; confirmed the proxy server was no longer seeing connections. 3. Aurura (Zeus) bot. <ol style="list-style-type: none"> a. Finding: No email matching known characteristics came into email security appliances. b. Action Taken: Monitored for several days; confirmed again that no email came in from suspected addresses; verified that no connections were made to listed sites. 4. Email spoof. 'resume-thanks@google.com' emails containing zip file with malware exe. <ol style="list-style-type: none"> a. Finding: 91 messages dropped by email security appliances. b. Action Taken: None needed. <ul style="list-style-type: none"> • Payment Card Industry (PCI) Compliance <ul style="list-style-type: none"> • Payment Card Industry Security Standards Council has Data Security Standards (aka PCI-DSS) that all merchants must comply with to process, transmit or store credit card data. • 24 agencies accept credit cards for payment using card present, e-commerce, or mail-in systems • Credit Card transactions generate almost \$300M or 5M transactions annually • PCI-DSS ensures merchants have addressed all aspects of security relative to credit card processing including <ul style="list-style-type: none"> • IT components such as <ol style="list-style-type: none"> i. network/application hardening against vulnerabilities ii. Server patching iii. User Account management • Business process components such as <ol style="list-style-type: none"> i. Access to credit card environments based on business need to know ii. Appropriate segregation of roles/responsibilities • Security Policies and Procedures relative to <ol style="list-style-type: none"> i. Staff training and security awareness ii. Incident response process
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3. Cont'd	<ul style="list-style-type: none"> • DAS created a Merchant Card Services unit to assist agencies with their merchant card obligations • DAS and DoIT are completing site audits of all agencies to on their submittals to DAS of the 2009 Self Assessment Questionnaire • In 2011, the State will be required to have a Qualified Security Assessor (QSA) perform the assessment. To meet obligation, we are <ul style="list-style-type: none"> • Issuing a RFI later this spring to identify total costs • Identifying the funding matrix by which agencies will pay their pro-rated share • Include funding in FY12/13 budget • LTC David Routhier mentioned some Security issues/events recently experienced at the National Guard. He will be attending Network Defense Training at Hanscom Air Force Base in July.
4.	<p>Smart Phones; Challenges facing State of NH; “Go Forward” direction</p> <p>Discussion Points</p> <ul style="list-style-type: none"> • LTC David Routhier explained that the NH National Guard uses Blackberry Smart Phones. • The NH National Guard has 1 email domain compared with the multiple email domains found within the State. • Blackberry uses must justify why they need this equipment/service. Work off hours? Travel? Government use only. • These devices can be used for phone and email only. • One Full Time Equivalent (FTE) was required to roll-out 200 Smartphones at the NH National Guard. These require .3 FTE to maintain. • Costs total approximately \$300,000.00/year for 200 phones. • Commissioner Hodgdon inquired what costs were associated with Smartphones. <ul style="list-style-type: none"> • \$49.00/Phone • \$74.00/server license • \$60.00-\$160.00/monthly charges • Enterprise license \$3,200.00 • Commissioner Hodgdon asked how many smartphones were in use at the State. Director Gallerani responded that there were 400 State-owned and an additional 200 personally-owned smartphones in use. • Rick Bailey added that DoIT can not afford to support any/all smartphones and must agree on a standard. About 4 years ago with the IT Councils’ guidance, the State standardized on MS Windows operating system phones. • Rick Bailey suggested that we complete another evaluation of smart phones which would require Agencies to participate in the evaluation. • DoIT will need to calculate licensing costs, taking into consideration the multiple email domains currently in place. • Director Gallerani explained that Blackberries do not work with MS Exchange and therefore additional domains would need to be set up. • Commissioner Hodgdon inquired whether state employees were allowed to use personally-owned devices. Rick Bailey responded that the policy is that employees must use state-owned devices for state work.

5.	<p>Information Technology Strategic Plan</p> <p>Rick Bailey explained that it's time to complete a new IT Plan and gave an overview of the robust Agency Information Technology Plan format used for a number of years and compared this to the more streamlined format used for the past two IT Planning cycles. Rick Bailey asked the IT Council Members for their feedback regarding which format they preferred.</p> <p>Discussion Points</p> <ul style="list-style-type: none"> • Assistant Commissioner Sweeney stated that he prefers the newer simplified format/template. • Executive Director Gardner asked why IT Plans needed to be completed when often funding for necessary IT projects could not be obtained. • Representative Charles Townsend commented that a completed IT Plan would help Agencies during the budget process. • Rebecca Landry, IMS Director, City of Keene, asked whether the IT Plans were used during the budget process. Rick Bailey responded that traditionally, IT Plans have not been used to a great extent during the budget process.
6.	<p>Data Center Consolidation</p> <p>DoIT is accessing consolidation of Agency servers to a central Data Center. Considering potential cost savings in equipment and staff as well as the potential for improved support and services.</p> <p>Discussion Points:</p> <ul style="list-style-type: none"> • Director Catanese will complete the assessment and provide recommendations to Rick Bailey within a few months. • The Department of Corrections and the Department of Education are currently consolidating their servers into the Data Center at 27 Hazen Drive. • Director Hodgdon expressed the Department of Administrative Services desire to consolidate to the Data Center. • LTC David Routhier asked if the States' Fiber Network was affected by the recent wind storm. Rick Bailey responded that a number of T1 connections went down although the main Fiber "backbone" network was not affected. • DoIT intends to submit a Capital Budget Request regarding data center backup, image/document storage, virtualization, switch/router upgrades, VoIP infrastructure and security devices.
7.	<p>MS Office Suite Replacement</p> <p>Rick Bailey explained that many Agencies within the State are using MS Office2000 which is no longer supported. An upgrade to MS Office throughout the State would require millions of dollars.</p> <p>Discussion Points:</p> <ul style="list-style-type: none"> • State needs to consider the viability of "Open Office", a free-ware, no cost alternative. • Agency volunteers are needed to test Open Office and MS Office2007/2010 and compare the functionality and usability of these alternatives. • Question to be answered: Can we get Executive Branch business done with Open Office? Spreadsheet requirements, i.e. MS Excel, were highlighted as possible issue. • LTC David Routhier asked whether a blend of Open Office and MS Office was viable. Rick Bailey responded that this becomes a cost of support issue, a single solution is preferred. • Rebecca Landry, IMS Director, City of Keene, explained that Open Office was piloted in Keene and was met with resistance. LTC David Routhier added that moving from MS Office2003 to 2007 was a challenge for the NH National Guard.

8.	“After Hours” Support		
	Discussion Points: <ul style="list-style-type: none">Will be included on next IT Council Meeting agenda. Need to consider budget issues; Collaboration between generally funded Agencies and non-generally funded Agencies; business hour downtime, etc...		
9.	Open Discussion/Future Topics <ul style="list-style-type: none">Computer Use PolicyDocument and email retention policiesConsistent use of security tools such as Websense.		
ACTION ITEMS			
ITEM #	DESCRIPTION	Assigned To	Due Date
1.	Request that Agencies volunteer staff to complete the CBT training and assess.		
2.	Request that Agencies volunteer staff to perform another smartphone evaluation.		
3.	Request that Agencies volunteer staff to test Open Office and MS Office2007/2010 and compare the functionality and usability of these alternatives.		
NEXT MEETING: TBD – Sometime in May			